

## CHAPTER 1

### DATA TABLES

#### ORGANIZATIONAL CAPACITY

##### 1. AVAILABILITY

	Less than 40 Hours		40-44 Hours		45-50 Hours		Over 50 Hours	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>1.1. Hours per week main facility is open to serve clients.</b>								
114 Statewide	18	16%	73	64%	18	16%	5	4%
56 Population up to 20,000	9	16%	42	75%	4	7%	1	2%
29 Population between 20,001 and 40,000	6	21%	19	66%	4	14%	0	0%
16 Population between 40,001 and 80,000	3	19%	8	50%	3	19%	2	13%
13 Population over 80,001	0	0%	4	31%	7	54%	2	15%

##### AVAILABILITY

	Number	Percent
<b>1.2. Health department has branch offices.</b>		
114 Statewide	26	23%
56 Population up to 20,000	7	13%
29 Population between 20,001 and 40,000	7	24%
16 Population between 40,001 and 80,000	6	38%
13 Population over 80,001	6	46%

##### AVAILABILITY

	1 Site		2-5 Sites		6-10 Sites	
	Number	Percent	Number	Percent	Number	Percent
<b>1.2.1 Number of branch offices.</b>						
114 Statewide	20	77%	4	15%	2	8%
56 Population up to 20,000	7	100%	0	0%	0	0%
29 Population between 20,001 and 40,000	4	57%	3	43%	0	0%
16 Population between 40,001 and 80,000	6	100%	0	0%	0	0%
13 Population over 80,001	3	50%	1	17%	2	33%

**AVAILABILITY**

	<b>1-5 Hours</b>		<b>6-10 Hours</b>		<b>11-15 Hours</b>		<b>16 or More Hours</b>	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>1.2.2. Hours per week branch offices are open to clients.</b>								
114 Statewide	7	27%	1	4%	1	4%	17	65%
56 Population up to 20,000	2	29%	1	14%	1	14%	3	43%
29 Population between 20,001 and 40,000	1	14%	0	0%	0	0%	6	86%
16 Population between 40,001 and 80,000	2	33%	0	0%	0	0%	4	67%
13 Population over 80,001	2	33%	0	0%	0	0%	4	67%

**AVAILABILITY**

**1.3. All Agencies have a system to receive and respond to emergencies 24 hours per day, 7 days per week.**

**AVAILABILITY**

	<b>Paging Service</b>		<b>Cell Phone</b>		<b>Notify 911 Center</b>		<b>Local Law Enforcement</b>		<b>Answering Machines/Service</b>	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>1.3.1. Agency has system to receive and respond to emergencies 24/7.</b>										
114 Statewide	63	55%	107	94%	69	61%	88	77%	82	72%
56 Population up to 20,000	28	50%	51	91%	30	54%	41	73%	39	70%
29 Population between 20,001 and 40,000	12	41%	28	97%	19	66%	23	79%	19	66%
16 Population between 40,001 and 80,000	10	63%	15	94%	13	81%	13	81%	11	69%
13 Population over 80,001	13	100%	13	100%	7	54%	11	85%	13	100%

**AVAILABILITY**

**Cell Phone  
Provided by Agency**

Number      Percent

**1.3.2.1. Agency provides cell phone(s) for key staff..**

114 Statewide	85	75%
56 Population up to 20,000	36	64%
29 Population between 20,001 and 40,000	23	79%
16 Population between 40,001 and 80,000	14	88%
13 Population over 80,001	12	92%

**AVAILABILITY**

	<b>Less Than 25%</b>		<b>25-49%</b>		<b>50-74%</b>		<b>75-100%</b>	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent

**1.4 Percent of agency's business conducted off-site.**

114 Statewide	25	22%	60	53%	27	24%	2	2%
56 Population up to 20,000	17	30%	23	41%	16	29%	0	0%
29 Population between 20,001 and 40,000	5	17%	17	59%	7	24%	0	0%
16 Population between 40,001 and 80,000	2	13%	10	63%	3	19%	1	6%
13 Population over 80,001	1	8%	10	77%	1	8%	1	8%

**2. SOURCE OF REVENUE**

	<b>Medicaid (or Managed Care)</b>		<b>Medicare</b>		<b>Individual Pay</b>		<b>Private Insurance</b>		<b>Contracts Services to Other LPHAs</b>	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent

**2.1 Agency's sources of revenue.**

114 Statewide	112	98%	93	82%	87	76%	35	31%	54	47%
56 Population up to 20,000	56	100%	52	93%	39	70%	20	36%	24	43%
29 Population between 20,001 and 40,000	28	97%	22	76%	20	69%	8	28%	15	52%
16 Population between 40,001 and 80,000	16	100%	13	81%	16	100%	5	31%	8	50%
13 Population over 80,001	12	92%	6	46%	12	92%	2	15%	7	54%

**3. TECHNOLOGY**

	Number	Percent
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**3.1.1. Agency Uses MOHSAIC (Immunizations).**

114 Statewide	113	99%
56 Population up to 20,000	56	100%
29 Population between 20,001 and 40,000	29	100%
16 Population between 40,001 and 80,000	16	100%
13 Population over 80,001	12	92%

**TECHNOLOGY**

	Number	Percent
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**3.1.2. Agency Uses MOHSIS (Communicable Disease Surveillance).**

114 Statewide	106	93%
56 Population up to 20,000	51	91%
29 Population between 20,001 and 40,000	28	97%
16 Population between 40,001 and 80,000	15	94%
13 Population over 80,001	12	92%

## TECHNOLOGY

	Number	Percent
<b>3.1.3. Agency Uses MOHSAIC for WIC.</b>		
114 Statewide	78	68%
56 Population up to 20,000	37	66%
29 Population between 20,001 and 40,000	20	66%
16 Population between 40,001 and 80,000	13	81%
13 Population over 80,001	8	62%

## TECHNOLOGY

	Number	Percent
<b>3.1.4. Agency has a web site.</b>		
114 Statewide	56	49%
56 Population up to 20,000	18	32%
29 Population between 20,001 and 40,000	16	55%
16 Population between 40,001 and 80,000	10	63%
13 Population over 80,001	12	92%

## TECHNOLOGY

	Number	Percent
<b>3.1.5. Agency uses Vital Records.</b>		
114 Statewide	110	96%
56 Population up to 20,000	55	98%
29 Population between 20,001 and 40,000	29	100%
16 Population between 40,001 and 80,000	14	88%
13 Population over 80,001	12	92%

## TECHNOLOGY

	Number	Percent
<b>3.1.6. Agency uses GIS technology.</b>		
114 Statewide	20	18%
56 Population up to 20,000	2	4%
29 Population between 20,001 and 40,000	1	3%
16 Population between 40,001 and 80,000	6	38%
13 Population over 80,001	11	85%

## TECHNOLOGY

	Number	Percent
<b>3.1.7. Agency has staff trained to use GIS technology.</b>		
114 Statewide	30	26%
56 Population up to 20,000	2	4%
29 Population between 20,001 and 40,000	8	28%
16 Population between 40,001 and 80,000	8	50%
13 Population over 80,001	12	92%

## TECHNOLOGY

	Number	Percent
<b>3.1.7.1. Agency uses GIS technology to identify locations of water wells.</b>		
114 Statewide	6	30%
56 Population up to 20,000	1	50%
29 Population between 20,001 and 40,000	0	0%
16 Population between 40,001 and 80,000	2	33%
13 Population over 80,001	3	27%

## TECHNOLOGY

	Number	Percent
<b>3.1.7.2. Agency uses GIS technology to identify locations of sewage systems.</b>		
114 Statewide	7	35%
56 Population up to 20,000	0	0%
29 Population between 20,001 and 40,000	0	0%
16 Population between 40,001 and 80,000	2	33%
13 Population over 80,001	5	45%

## TECHNOLOGY

	Number	Percent
<b>3.1.7.3. Agency uses GIS technology for communicable disease tracking.</b>		
114 Statewide	10	50%
56 Population up to 20,000	0	0%
29 Population between 20,001 and 40,000	1	100%
16 Population between 40,001 and 80,000	2	33%
13 Population over 80,001	7	64%

## TECHNOLOGY

	Number	Percent
<b>3.1.7.4. Agency uses GIS technology for tracking lead testing results.</b>		
114 Statewide	9	45%
56 Population up to 20,000	1	50%
29 Population between 20,001 and 40,000	1	100%
16 Population between 40,001 and 80,000	2	33%
13 Population over 80,001	5	45%

## TECHNOLOGY

	Number	Percent
<b>3.1.7.5. Agency uses GIS technology for tracking restaurant inspections.</b>		
114 Statewide	7	35%
56 Population up to 20,000	0	0%
29 Population between 20,001 and 40,000	0	0%
16 Population between 40,001 and 80,000	3	50%
13 Population over 80,001	4	36%

## TECHNOLOGY

	Number	Percent
<b>3.1.7.6. Agency uses GIS technology for other applications.</b>		
114 Statewide	14	70%
56 Population up to 20,000	1	50%
29 Population between 20,001 and 40,000	1	100%
16 Population between 40,001 and 80,000	3	50%
13 Population over 80,001	9	82%

## TECHNOLOGY

	Number	Percent
<b>3.3. Does your Health Department have an Internet Service Provider (ISP) other than DHSS?</b>		
114 Statewide	38	33%
56 Population up to 20,000	17	30%
29 Population between 20,001 and 40,000	10	34%
16 Population between 40,001 and 80,000	7	44%
13 Population over 80,001	4	31%

## TECHNOLOGY

	Number	Percent
<b>3.4. Does your Health Department connect to networks (County network, Morenet, etc.) other than DHSS?</b>		
114 Statewide	16	14%
56 Population up to 20,000	8	14%
29 Population between 20,001 and 40,000	4	14%
16 Population between 40,001 and 80,000	3	19%
13 Population over 80,001	1	8%

## TECHNOLOGY

	Number	Percent
<b>3.5. Does your Health Department have UHF-2-way Radio capabilities?</b>		
114 Statewide	28	25%
56 Population up to 20,000	12	21%
29 Population between 20,001 and 40,000	9	31%
16 Population between 40,001 and 80,000	6	38%
13 Population over 80,001	1	8%

## TECHNOLOGY

	Number	Percent
<b>3.6. Does your Health Department have VHF-2-way Radio capabilities?</b>		
114 Statewide	53	46%
56 Population up to 20,000	27	48%
29 Population between 20,001 and 40,000	16	55%
16 Population between 40,001 and 80,000	5	31%
13 Population over 80,001	5	38%

## TECHNOLOGY

	Number	Percent
<b>3.7. Does your Health Department have HF-2-way Radio capabilities?</b>		
114 Statewide	7	6%
56 Population up to 20,000	3	5%
29 Population between 20,001 and 40,000	2	7%
16 Population between 40,001 and 80,000	2	13%
13 Population over 80,001	0	0%

## TECHNOLOGY

	Number	Percent
<b>3.8. Does your Health Department have satellite phones?</b>		
114 Statewide	2	2%
56 Population up to 20,000	1	2%
29 Population between 20,001 and 40,000	1	3%
16 Population between 40,001 and 80,000	0	0%
13 Population over 80,001	0	0%

## TECHNOLOGY

	Number	Percent
<b>3.9. Does your Health Department have agreements with local amateur radio groups?</b>		
114 Statewide	19	17%
56 Population up to 20,000	9	16%
29 Population between 20,001 and 40,000	4	14%
16 Population between 40,001 and 80,000	5	31%
13 Population over 80,001	1	8%

## TECHNOLOGY

	Yes		No		Unknown	
	Number	Percent	Number	Percent	Number	Percent
<b>3.10. Other agencies in your county use GIS</b>						
114 Statewide	41	36%	25	22%	48	42%
56 Population up to 20,000	8	14%	19	34%	29	52%
29 Population between 20,001 and 40,000	14	48%	3	10%	12	41%
16 Population between 40,001 and 80,000	7	44%	3	19%	6	38%
13 Population over 80,001	12	92%	0	0%	1	8%



#### 4. QUALITY IMPROVEMENT

	Number	Percent
<b>4.1. Agency has designated staff responsible for planning, developing and implementing quality improvement methods across programs.</b>		
114 Statewide	94	82%
56 Population up to 20,000	44	79%
29 Population between 20,001 and 40,000	25	86%
16 Population between 40,001 and 80,000	13	81%
13 Population over 80,001	12	92%

#### QUALITY IMPROVEMENT

	Very Good		OK		Getting By		Not Doing It	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>4.2. Rate of agency capacity to utilize quality management principles, methods, and tools throughout the organization.</b>								
114 Statewide	26	23%	52	46%	34	30%	2	2%
56 Population up to 20,000	9	16%	27	48%	20	36%	0	0%
29 Population between 20,001 and 40,000	9	31%	14	48%	5	17%	1	3%
16 Population between 40,001 and 80,000	3	19%	7	44%	5	31%	1	6%
13 Population over 80,001	5	38%	4	31%	4	31%	0	0%

#### QUALITY IMPROVEMENT

	Number	Percent
<b>4.3. Agency incorporates quality improvement and/or customer service in all employee's performance expectations.</b>		
114 Statewide	92	81%
56 Population up to 20,000	43	77%
29 Population between 20,001 and 40,000	24	83%
16 Population between 40,001 and 80,000	13	81%
13 Population over 80,001	12	92%

## DATA TABLES

### STRATEGIC PLANNING

#### 6. STRATEGIC PLAN

	Number	Percent
<b>6.1. Agency has a strategic plan.</b>		
114 Statewide	102	89%
56 Population up to 20,000	50	89%
29 Population between 20,001 and 40,000	26	90%
16 Population between 40,001 and 80,000	14	88%
13 Population over 80,001	12	92%

#### STRATEGIC PLAN

	1999		2000		2001		2002		2003		2004	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>6.1.1. Year agency's strategic plan was last updated.</b>												
114 Statewide	24	24%	10	10%	11	11%	9	9%	25	25%	23	23%
56 Population up to 20,000	15	30%	5	10%	6	12%	2	4%	12	24%	10	20%
29 Population between 20,001 and 40,000	6	23%	3	12%	1	4%	4	15%	5	19%	7	27%
16 Population between 40,001 and 80,000	3	21%	1	7%	1	7%	1	7%	5	36%	3	21%
13 Population over 80,001	0	0%	1	8%	3	25%	2	17%	3	25%	3	25%

#### STRATEGIC PLAN

	0		1-4 Times		5-9 Times		10 or More Times	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>6.1.2. How often during a year do you/your staff refer to or use the strategic plan?</b>								
114 Statewide	21	21%	65	64%	7	7%	9	9%
56 Population up to 20,000	14	28%	29	58%	3	6%	4	8%
29 Population between 20,001 and 40,000	3	12%	19	73%	3	12%	1	4%
16 Population between 40,001 and 80,000	4	29%	9	64%	1	7%	0	0%
13 Population over 80,001	0	0%	8	67%	0	0%	4	33%

**STRATEGIC PLAN**

	<b>Community</b>		<b>Governing Body</b>		<b>Staff</b>	
	Number	Percent	Number	Percent	Number	Percent
<b>6.1.3. Who participates in developing and revising agency's strategic plan?</b>						
114 Statewide	58	57%	89	87%	102	100%
56 Population up to 20,000	28	56%	46	92%	50	100%
29 Population between 20,001 and 40,000	16	62%	23	88%	26	100%
16 Population between 40,001 and 80,000	7	50%	11	79%	14	100%
13 Population over 80,001	7	58%	9	75%	12	100%

**STRATEGIC PLAN**

	<b>Budgeting/Resource Allocation</b>		<b>Marketing</b>		<b>Performance Measurement</b>	
	Number	Percent	Number	Percent	Number	Percent
<b>6.1.4. How is strategic plan used?</b>						
114 Statewide	68	67%	52	51%	69	68%
56 Population up to 20,000	32	64%	25	50%	31	62%
29 Population between 20,001 and 40,000	17	65%	13	50%	20	77%
16 Population between 40,001 and 80,000	8	57%	7	50%	8	57%
13 Population over 80,001	11	92%	7	58%	10	83%